

SAP Business Warehouse/Business Intelligence Reporting

Additional Information/Getting Help

**Washington State HRMS Business
Warehouse/Business Intelligence (BW/BI)
Self-Paced Learning Materials
General Topics - BW/BI End Users/Power Users**

Additional Information/Getting Help

The following information is provided as a resource for getting help on frequently asked BW/BI-related questions.

In most cases, the first point of reference will be the BW/BI Self-Paced Learning Materials:

<http://www.hr.wa.gov/payroll/HRMS/Training/Pages/BusinessIntelligenceTraining.aspx>

Question	Answer	Resource
What kind of training is available for BW/BI?	<ul style="list-style-type: none"> BW/BI End Users and BW/BI Power Users: Use the BW/BI Self Paced Learning Materials. These have step-by-step instructions for running BW/BI Custom Reports from the HRMS Portal. Note: Course Code 01-04-BI02 ½ day workshops will be scheduled to provide an overview of the BW/BI Self Paced Learning Materials if needed (workshop covers the same materials). BW/BI Power Users (only): Course Code 01-04-BI01 Full day workshops will be scheduled to provide overview of creating ad hoc queries via BEx reporting tools. 	<ol style="list-style-type: none"> HRMS Customer Support Website http://www.hr.wa.gov/HRMS/CustomerSupport/ BW/BI Self-Paced Learning Materials Solution Center (solutionscenter@des.wa.gov) (360) 407-9100
How do I know if I'm a BW/BI End User or BW/BI Power User?	<ul style="list-style-type: none"> Refer to the description of BW/BI End Users and BW/BI Power Users in the BW/BI Self-Paced Learning Materials (see <i>BW/BI Concepts</i>). Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator Solutions Center (solutionscenter@des.wa.gov) (360) 407-9100
How do I find a Power User within my Agency?	<ul style="list-style-type: none"> Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> Agency Security User ID Administrator Solutions Center(solutionscenter@des.wa.gov) (360) 407-9100
<p>The BW/BI reports:</p> <ul style="list-style-type: none"> Contain a large number of columns and rows Contain data I don't need <p>How do I remove columns or rows and filter on specific data in the reports?</p>	<ul style="list-style-type: none"> BW/BI Custom reports were designed to provide users with flexible reporting options. Users have the ability to add/remove rows or columns, filter report results, sort report results and save their user-defined settings as Bookmarks for future use. <p>Refer to the following BW/BI Self-Paced Learning Materials for information on running reports with user-defined settings:</p> <ul style="list-style-type: none"> ▪ <i>BW/BI Report Context Menu</i> ▪ <i>BW/BI Financial InfoCube, BW/BI Grievance Cube</i> (for information on running BW/BI Financial, and Grievance reports with user-defined settings) 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency BW/BI Power User Solutions Center(solutionscenter@des.wa.gov) (360) 407-9100

Additional Information/Getting Help

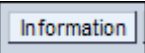

Question	Answer	Resource
How do I access the HRMS Portal?	<ul style="list-style-type: none"> Refer to the BW/BI Self-Paced Learning Materials (see <i>Logging on to HRMS Portal</i>). 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator Agency BW/BI Power User Solutions Center(solutionscenter@des.wa.gov) (360) 407-9100
Why can't I see the 'BW/BI Reporting' tab on the HRMS Portal?	<ul style="list-style-type: none"> May not have the Business Intelligence assigned in the HRMS Portal security. 	<ol style="list-style-type: none"> Agency Security User ID Administrator Solution Center(solutionscenter@des.wa.gov) (360) 407-9100
What do I do if: <ul style="list-style-type: none"> My BW/BI User ID and Password is locked I forgot my BW/BI User ID and Password I didn't receive a BW/BI User ID and Password 	<ul style="list-style-type: none"> Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> Agency Security User ID Administrator Solution Center(solutionscenter@des.wa.gov) (360) 407-9100
I receive error "not authorized for infocube" (error will identify cube) when attempting to run a BW/BI report.	<ul style="list-style-type: none"> You may not have access to an InfoProvider (InfoCube). Users are mapped to the following InfoProvider Roles: <ol style="list-style-type: none"> "HR/Payroll/Time data" "HR/Payroll/Time with Financial data" "Financial data only" 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator Solution Center(solutionscenter@des.wa.gov) (360) 407-9100
How do I find the Agency Security User ID Administrator in my agency?	<ul style="list-style-type: none"> Contact your Agency BW/BI Power User. Contact the DES Service Center. 	<ol style="list-style-type: none"> Agency BW/BI Power User Solutions Center(solutionscenter@des.wa.gov) (360) 407-9100
How do I perform a function in a BW/BI Custom Report (such as filter or sort)?	<ul style="list-style-type: none"> Refer to the BW/BI Self-Paced Learning Materials (see <i>BW/BI Report Context Menu</i>). Contact your Agency BW/BI Power User. 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency BW/BI Power User Solutions Center(solutionscenter@des.wa.gov) (360) 407-9100

Additional Information/FAQ

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In most cases, the first point of reference will be the BW/BI Self-Paced Learning Materials:

<http://www.hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx>

Question	Answer	Resource
How do I know when the data was last loaded?	<ul style="list-style-type: none"> On the BW/BI Toolbar, select the “Information” button:  Users can see the last time the InfoProvider or MultiProvider was updated.  	<ol style="list-style-type: none"> For additional information, reference the HR Website at http://www.hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx
I need status for a WTT/Incident and/or a Change Request. Who do I contact?	<ul style="list-style-type: none"> Please contact the Solutions Center at 360.407.9100 or solutionscenter@des.wa.gov. They can check the current status for your WTT/Incident and/or Change Request. If needed, they can route additional information to the appropriate Response Team. 	<ol style="list-style-type: none"> Solution Center (solutionscenter@des.wa.gov) (360) 407-9100
I’m a BW/BI Power User and have already attended a BW/BI Power User Workshop. Can I attend additional workshop sessions?	Yes. Some users find it very helpful to attend additional workshops to continue building their knowledge and skills.	<ol style="list-style-type: none"> Solution Center(solutionscenter@des.wa.gov) (360) 407-9100 HRMS BW/BI Training Schedule (http://www.hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx)
I’m a BW/BI Power User and have already attended a BW/BI Power User Workshop. I need some help creating a new ad hoc query but don’t need to attend an additional workshop session. How can I get help?	Contact the DES Service Center at 360.407.9100 or solutionscenter@des.wa.gov . They will route your request to the Response Team. The Response Team can assist you over the phone or schedule time for you to work with them in the HRMS Support Lab.	<ol style="list-style-type: none"> Solution Center (solutionscenter@des.wa.gov) (360) 407-9100 For additional information, reference the HR Website at http://www.hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx
What employment dates are used to calculate employee service key figures in BW/BI?	<ul style="list-style-type: none"> Length of Service is based on the Seniority Date Present Pos Months is based on the Appointment Date State Svc in Months is based on the Anniversary Date Service Date = Unbroken Service Date Service Months 44 is based on the Service Date (Service Months after the age of 44) 	<ol style="list-style-type: none"> For additional information, reference the HR Website at http://www.hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx